

Volume XV - Paying for and Submitting E-Filing Applications

Purpose

The purpose of this volume is to describe the certification and payment processes for E-Filing USCIS forms. This document will address the following topics.

- [Certifying Your Application](#)
- [Fix Errors Page](#)
- [Paying the Application Fee](#)
- [Reporting Payment Issues](#)

Certifying Your Application

After you complete an application:

- The system will take you to the Forms Checklist.
 - You can add and delete forms from your Forms Checklist to create the list of forms you want to certify as being completed with correct information.
 - You will also see a note at the top of the Forms Checklist that tells you which form has unanswered non-required fields.
- If you wish to edit any form information, either:
 - Select the Form Checklist link on the top of the page; or
 - Go back to the page and enter the correct data using the <BACK> button at the bottom of the screen. Always use the <BACK> and <CONTINUE> buttons at the bottom of each page to move back and forth through the on-line form. Do NOT use the web browser's back and forward arrows at the top of the computer screen because using the web browser buttons may cause form errors.

- Once the list is complete, click the <CERTIFY FORMS> button at the bottom of the Forms Checklist page. This brings you to the Certification page (shown below) if all fields are filled out properly.

If all of the information on your form is correct, you MUST certify it by doing the following:

- Provide answers to the data fields that apply to you; and
- Check the <CERTIFICATION> check box(s).

When you are certain that you will not make any more edits to the form(s), click the <I AGREE> button. Click <I AGREE> only once. After clicking “I Agree,” you will NOT be able to make any edits to your form.

- After clicking <I AGREE> you will be brought to the payment page.

After you click <I AGREE> it might take a few seconds for your computer to cycle to the next screen, especially if you are using a slow modem. **Be patient.** The system is processing the application and payment as indicated by the “**System Processing Screen.**” If you click this button more than once you run the risk of submitting multiple applications and non-refundable fee payments.

Fix Errors Page

If you do not complete all required fields or any fields for which you received warning messages on an application before certifying it, a **Fix Errors** page will appear.

The Fix Errors page serves as a final reminder to review your application prior to certifying your submission. To do this:

- Click the <FIX ERRORS> button on the Fix Errors page. This will bring you to your on-line form;

The screenshot shows the 'Fix Errors' page with a navigation bar at the top containing 'My Forms' and 'Log out'. Below the navigation bar are tabs: 'Filing Status', 'Form', 'Form Checklist', 'Certify Forms', 'Payment', and 'Confirmation'. The 'Form' tab is selected. The main content area is titled 'Fix Errors' and contains the following text:

You have attempted to certify an application that is not complete or has errors. It is required that all forms must be complete and have no errors in order to complete the application process.

Please select the **Fix Errors** button to return to the Form Checklist page for a listing of the forms that have errors. Any form that is incomplete or has errors will be shown in the alert section at the top of the page. Select the link for that form from the form checklist to fix the errors for that form.

At the bottom of the page, there is a button labeled 'Fix Errors' which is circled in red. A blue arrow points from this button to the 'Fix Errors' text in the instructions above. Below the button, it says 'Please read our Secure Site Statement.' At the very bottom, it provides contact information: 'For assistance or questions regarding this form, please call our National Customer Service Center at 1-800-375-5283 [TDD 1-800-767-1833].'

- Review your submission one last time to make sure you answer all data fields that apply to you and make any other necessary corrections; and

- After you make the corrections, certify the form.

Paying the Application Fee

Provide the requested information on the payment screen, and verify that all the information is correct.

The screenshot shows the payment screen with the following fields and options:

- State: * (Dropdown menu with 'Select a State' text)
- Zip or Postal Code: * (Text input field)
- Cardholder Phone Number: * (Text input field with a hyphen separator)
- Card Number: * (Text input field)
- Type of Card: * (Radio button options: Visa, Mastercard, American Express, Discover)
- Expiration Date: * (Dropdown menu for month, e.g., 'January', and a year input field, e.g., '2003')
- Security Indicator: (Text input field)

Below the fields, there is a link that says 'Select here for an example'. At the bottom of the form, there are three buttons: 'Back', 'Cancel', and 'Submit Payment'.

You can choose from one of the following payment options:

- Credit Card;
- Checking Account; or
- Savings Account.

Once you press <SUBMIT APPLICATION>, you have completed the final phase of the application submission process. If you receive an error message or experience a problem during this phase, **DO NOT** submit another application. Wait two business days to check your account to ensure that you were not charged the application processing fee. If you were not charged you may submit an application again.

The E-Filing system **CANNOT** process payments made by cash, government credit cards, or any other form of payment not listed in the above list.

Credit Card Payments

If paying by credit card, you may ONLY use the following credit card types:

- Master Card;
- Visa;
- American Express; or
- Discover.

Credit card authentication (accept or decline) occurs at the time of application submission. If the credit card payment is accepted, then the application will be submitted to USCIS. If the credit card payment is denied, then the transaction will be terminated and the application will NOT be submitted to USCIS.

If paying by credit card, you will be required to provide the following credit card information:

- Credit Card Type;
- Credit Card Number; and
- Credit Card Expiration Date.

Other Payments

If you choose to pay with a checking or savings account:

- The fee must be paid using a bank account (checking, savings, or corporate); and
- All fee payments must be paid in U.S. funds, and the account used must be from a banking institution that participates in the Automatic Clearing House (ACH) electronic funds transfer system.

In order to complete the transaction you must enter:

- A valid bank account number; and

- The nine digit routing number.

You can find these numbers at the bottom of the check (routing number is on the bottom left and is set off by colons). Typing in improper routing numbers can result in an error message that must be corrected before the application can be submitted.

Payments via electronic funds transfer from your account to USCIS takes two to three days to complete. It does not occur at the time of submission.

Reporting Payment Issues

To report payment issues, contact the National Customer Service Center at 1-800-375-5283 rather than any of the USCIS processing offices.

- Fees are paid to cover the cost of processing applications and do not automatically entitle you to getting benefits.
- If you are denied a benefit, your fees will NOT be refunded. Fees are also generally NOT refunded for user errors. For example, you will NOT get a refund if you accidentally E-File an application twice, file the wrong application, or if you submit additional applications to correct an error on a previous application.